

From: John Richeson
To: Microsoft ATR
Date: 1/2/02 2:31pm
Subject: Microsoft Settlement

Sirs,

I am the owner of a business in Tampa, FL called Bay Area Window Cleaning, Inc. I started out by myself and today have over 45 employees and clean some of the areas tallest buildings. As a user of Microsoft products for over 15 years, I can speak from experience as a day to day small business user as to the effect this company has had on our business.

I can honestly say that our business has reached the success it has today because of the usage of some of the great products that Microsoft has implemented and continues to improve upon. This is not to mention the prosperity that we have gained due to ownership of Microsoft stock via mutual funds and other investments.

The government needs to keep its hands out of this company as much as possible. Do not stifle this company's progress. It has benefited not only America but the entire world. For example, think about where our military would be today if they did not have the benefit of Windows and all its associated products. I am continually amazed that Windows XP cost less that \$200. It is an amazing product that I think is worth \$2,000. and for which I would gladly pay that amount.

Microsoft simply makes a great product. If they do not, then we use another competing product. For example, I use Intuit's QuickBooks because Microsoft Money is just not as good yet. But Microsoft continues to improve Money. Soon I think it will be better than QuickBooks. Then I will immediately switch. I am looking forward to that day because Intuit does not seem to care about simple user issues they have had for years. Let me put it this way....Intuit is stifling our business because their QuickBooks products is weak in certain areas. Microsoft, on the other hand, has the resources and R & D to improve a product tremendously. We all need this.

Please settle these frivolous and wasteful lawsuits and allow them to do what they do best. It is very beneficial to the end consumer. It will continue to help America remain the worlds leaders in technology and efficiency.

John Richeson
President